Chapter 19
Dispatch and Coordination System

Introduction

The primary mission of the national dispatch/coordination system is the timely, cost-effective, and efficient coordination, mobilization, and demobilization of wildland fire resources. This mission is accomplished at the direction of Agency Administrators and designated fire managers at the local, geographic, and national level and delegated to the Center Manager. Agency Administrators and fire managers are responsible for providing direction to their respective dispatch/coordination centers. The dispatch/coordination system implements the movement of resources in response to the direction as delegated.

Agency Administrators and fire managers will:
- Provide oversight for the development and implementation of dispatch/coordination center plans and operating procedures (e.g., initial response plans, dispatch operating guides/manuals, and mobilization guides) that enable the effective implementation of the fire management plan.
- Through prior planning, provide dispatch with an initial response plan to allocate resources to new incidents under the leadership of the Center Manager or delegated acting.
- Establish priorities for prepositioning and deployment of fire suppression resources based on evaluation of current/predicted fire activity and firefighting resource status and availability, and communicate these priorities to the dispatch/coordination managers through established command channels for implementation.
- Serve as authorized representatives on local, geographic, and national coordinating groups and MAC groups.

Dispatch/Coordination Center Managers will:
- Ensure that dispatch/coordination center decisions and actions are consistent with priorities, established plans, and operating procedures as determined by Agency Administrators and fire managers.
- Implement pre-planned response for allocation of resources to new incidents, pursuant to their delegation from Agency Administrators and designated fire managers.
- Develop and implement dispatch/coordination center plans and operating procedures (e.g., initial response plans, dispatch operating guides/manuals, and mobilization guides) that enable the effective implementation of the fire management plan.

Organization

The wildland fire dispatch and coordination system in the United States has three levels (tiers):
- National – National Interagency Coordination Center
- Geographic – Geographic Area Coordination Centers
- Local – Local Dispatch Centers

Logistical dispatch operations occur at all three levels, while initial attack dispatch operations occur primarily at the local level. Any geographic area or local dispatch center using a dispatch system outside the three-tier system must justify why a non-standard system is being used and request written authorization from the BLM, FWS, and/or NPS National Office or USFS Regional Office.

National Interagency Coordination Center (NICC)

The NICC is located at NIFC, in Boise, Idaho. The principal mission of the NICC is the cost-effective and timely coordination of land management agency emergency response for wildland fire at the national level. This is accomplished through planning, situation monitoring, and expediting resource orders between the BIA Areas, BLM States, National Association of State Foresters, FWS Regions, FS Regions, NPS Regions, National Weather Service (NWS) Regions, Federal Emergency Management Agency (FEMA) Regions through the United States Fire Administration (USFA), and other cooperating agencies.

The NICC coordinates any requests for support from foreign countries, either through Departments of Agriculture and Interior agreements (Canada and Mexico) or arrangements (Australia and New Zealand), or from the Forest Service International Programs' Disaster Assistance Support Program (DASP) through the U.S. Agency for International Development's Office of Foreign Disaster Assistance.

The NICC supports non-fire emergencies when tasked by an appropriate agency, such as FEMA, through the National Response Framework. The NICC collects and consolidates information from the GACCs and disseminates the *National Incident Management Situation Report* through the NICC website at http://www.nifc.gov/nicc/sitreprt.pdf.

Geographic Area Coordination Centers (GACCs)

There are 10 GACCs, each of which serve a specific geographic portion of the United States. Each GACC interacts with the local dispatch centers, as well as with the NICC and neighboring GACCs. Refer to the *National Interagency Mobilization Guide* for a complete directory of GACC locations, addresses, and personnel.

The principal mission of each GACC is to provide the cost-effective and timely coordination of emergency response for all incidents within the specified geographic area. GACCs are also responsible for determining needs, coordinating priorities, and facilitating the mobilization of resources from their areas to other geographic areas.

Local Dispatch Centers

Local dispatch centers are located throughout the country as dictated by the needs of fire management agencies. Local dispatch centers dispatch multi-agency wildland firefighting resources within a pre-established and identified dispatch zone boundary. The principal mission of a local dispatch center is to provide safe, timely, and cost-effective coordination of emergency response for all incidents within its specified geographic area. This entails the coordination of initial attack responses and the ordering of additional resources when fires require extended attack.

Local dispatch centers are also responsible for supplying intelligence and information relating to fires and resource status to their GACC and to their agency managers and cooperators. Local dispatch centers may work for, or with, numerous agencies, but should only report to one GACC.

Some local dispatch centers are also tasked with law enforcement and agency administrative workloads for non-wildfire operations. If this is the case, a commensurate amount of funding and training should be provided by the benefiting activity to accompany the increased workload. If non-wildfire workload is generated by another agency operating in an interagency dispatch center, the agency generating the additional workload should offset this increased workload with additional funding or personnel.

Mobilization Guides

The NICC and each GACC annually publish a Mobilization Guide. The Mobilization Guides identify standard procedures which guide the operations of multi-agency logistical support activity throughout the coordination system. These guides are intended to facilitate interagency dispatch coordination, ensuring timely and cost-effective incident support services are provided. Local and Geographic Area Mobilization Guides supplement the *National Interagency Mobilization Guide*.

The *National Interagency Mobilization Guide* (NFES 2092) and links to Geographic Area Mobilization Guides are available at http://www.nifc.gov/nicc/.

Local Mobilization Guide/Dispatch Operating Plan

Local dispatch centers will have a local mobilization guide or dispatch operating plan to supplement the GACC and National Mobilization Guides. The

mobilization guide or operating plan will include or provide reference to the minimum elements and procedures to guide the operation of a local dispatch center. See Appendix P for minimum required elements and procedures for inclusion in a local mobilization guide/dispatch operating plan or at http://www.nifc.gov/policies/pol_intgncy_guides.html.

Local and Geographic Area Drawdown

Drawdown is the predetermined number and type of suppression resources that are required to maintain viable initial attack (IA) capability at either the local or geographic area. Drawdown resources are considered unavailable outside the local or geographic area for which they have been identified.

Drawdown is intended to:
- Ensure adequate fire suppression capability for local and/or geographic area managers; and
- Enable sound planning and preparedness at all management levels.

Although drawdown resources are considered unavailable outside the local or geographic area for which they have been identified, they may still be reallocated by the Geographic Area or National MAC to meet higher priority obligations.

Establishing Drawdown Levels
Local drawdown is established by the local unit and/or the local MAC group and implemented by the local dispatch office. The local dispatch office will notify the Geographic Area Coordination Center (GACC) of local drawdown decisions and actions.

Geographic area drawdown is established by the GMAC and implemented by the GACC. The GACC will notify the local dispatch offices and the National Interagency Coordination Center (NICC) of geographic area drawdown decision and actions.

National Ready Reserve (NRR)

NRR is a means by which the NMAC identifies and readies specific categories, types, and quantities of fire suppression resources in order to maintain overall national readiness during periods of actual or predicted national suppression resource scarcity.

NRR implementation responsibilities are as follows:
- NMAC establishes national ready reserve requirements by resource category, type, and quantity.

- NICC implements NMAC intent by directing individual GACCs to place specific categories, types, and quantities of resources on national ready reserve.
- GACCs direct local dispatch centers and/or assigned IMTs to specifically identify resources to be placed on national ready reserve.
- NICC mobilizes national ready reserve assets through normal coordination system channels as necessary.

National ready reserve resources must meet the following requirements:

- May be currently assigned to ongoing incidents;
- Must be able to demobe and be enroute to new assignment in less than 2 hours;
- Resources must have a minimum of 7 days left in 14 day rotation (extensions will not be factored in this calculation);
- May be assigned to incidents after being designated ready reserve, in coordination with NICC; and
- Designated ready reserve resources may be adjusted on a daily basis.

NMAC will adjust ready reserve requirements as needed. Furthermore, in order to maintain national surge capability, the NMAC may retain available resources within a geographic area, over and above the established geographic area drawdown level.

Dispatch/Coordination Center Administration

Memorandum of Understanding (MOU)

Each dispatch/coordination center will have a Memorandum of Understanding (MOU) signed by all cooperators. This MOU will be reviewed and updated annually. Dispatch/coordination center MOUs and their associated Annual Operating Plans (AOPs) will be current and will define:

- The roles and responsibilities of each interagency partner's fiscal and infrastructure support responsibilities;
- Administrative oversight/support groups involved with the dispatch/coordination center;
- Clear fiscal reimbursement procedures and interagency funding procedures;
- The dispatch/coordination center's organizational charts;
- Communication protocols for local and geographic area cooperating Agencies, including briefings, planned meetings, and conference calls;
- Procedures for Incident Management Team mobilization and close-out; and
- Supporting documentation, such as any local initial attack or fire and aviation agreements for units serviced by the center.

Funding for facilities, equipment, and staffing needs shall be identified in each participating agency's planning and budget process, and included in the MOU/AOP.

Service and Supply Plans

All local dispatch centers shall maintain a Service and Supply Plan that contains current copies of procurement documents related to locally available resources. Service and Supply Plans must be current, complete, organized, and accessible to Initial Attack and Expanded Dispatchers.

The Service and Supply Plan will contain current copies of competitive Incident Blanket Purchase Agreements (I-BPAs), as well as source lists for incident-only agreements. Resources and their respective contracts/agreements will be entered into ROSS if applicable, and naming conventions will meet national standards.

For additional required components of a Service and Supply Plan, refer to Appendix P at http://www.nifc.gov/policies/pol_intgncy_guides.html.

Continuity of Operations Plan (COOP)

All centers will maintain a current Continuation of Operations Plan (COOP) which includes a pre-identified alternate location with adequate supplies, notification procedures for activation, a back-up computer system, and contingency plans for loss of telecommunications equipment and/or loss of access to network connectivity. Additionally, all centers which are required to maintain communications with field going resources, including aircraft, will maintain an identified back-up power source and redundancies in communication systems for a possible loss of radios and/or telecommunications equipment.

Dispatch/Coordination Center Manager Delegation of Authority

All Dispatch/Coordination Center Managers shall have a signed Delegation of Authority providing an adequate level of operational authority from all participating agencies. The Delegation of Authority will include appropriate supervisory authority, and a process for completion of employee performance evaluations.

The Dispatch/Coordination Center Manager may, where appropriate, complete a Delegation of Authority for staff that identifies roles and responsibilities for Acting Center Manager, Coordinator-on-Duty, Floor Supervisor, and/or Internal Duty Officer.

National Interagency Coordination Center (NICC) Functional Responsibilities

The NICC has established the Coordinator-On-Duty (NICC COD) position. The NICC COD is responsible for managing the daily operation of the NICC and for resource allocation decisions in alignment with NMAC direction.

The National Interagency Coordination Center (NICC) is responsible for the following:

- **Positioning and Movement of Resources**
  NICC, in conjunction with the GACCs, is responsible for ensuring a
  coordinated response to wildland fire incidents and/or all-hazard incidents
  under the National Response Framework or other appropriate authorities.
  NICC positions resources (personnel, aircraft, supplies, and equipment) to
  meet existing and anticipated incident, preparedness, severity, wildland, and
  prescribed fire needs regardless of geographic location or agency affiliation.
  NICC coordinates movement of resources across Geographic Area
  boundaries. NICC allocates resources according to National Multi-Agency
  Coordinating Group (NMAC) direction when competition for wildland fire
  resources occurs among Geographic Areas.
- **Management of National Aviation Resources**
  As directed or delegated by NMAC, NICC allocates national resource
  aviation assets to the Geographic Areas based upon national priorities.
  These national resources include:
  o   Federal airtankers
  o   Large transport aircraft
  o   Modular Airborne Fire Fighting System (MAFFS) Airtankers
  o   Type 1 and Type 2 Call-When-Needed (CWN) helicopters
  o   Airborne Thermal Infrared (IR) Fire Mapping aircraft
  o   Lead planes and Aerial Supervision Modules

  NICC has established authorities and procedures for dispatching aviation
  resources. These authorities and procedures include:
  o   Aircraft ordering protocols for fire, logistical and administrative flights;
  o   Tracking of all aircraft ordered through NICC that cross geographic
      area boundaries;
  o   Mechanisms for disseminating availability and commitment status
      throughout the dispatch/coordination system; and
  o   Procedures for mobilization and use of large transport aircraft (NICC is
      the sole source for large transport aircraft).
- **Management of National Support Resources**
  NICC mobilizes national support resources such as National Interagency
  Radio Support Cache radio systems and kits, Incident Remote Automatic
  Weather Stations, Project Remote Automatic Weather Stations, National
  Contract Mobile Food Services, and National Contract Mobile Shower
  Facilities. Refer to the National Interagency Mobilization Guide for more
  information.
- **Allocation of Other National Resources**
  As directed or delegated by the NMAC, NICC mobilizes national program
  resources such as National Interagency Buying Teams, Administrative
  Payment Teams, Burned Area Emergency Response Teams, and National
  Fire Prevention and Education Teams to the Geographic Areas based upon
  national priorities. Refer to the National Interagency Mobilization Guide for
  more information.

- **Predictive Services and Intelligence**

  Predictive Services is responsible for providing weather, fuels, and intelligence products that support the decision-making process at the local, state/regional, geographic, and national levels. NICC Predictive Services produces and disseminates (among other products) a monthly/seasonal outlook that covers the next one to four month period.

  NICC ensures that procedures are in place for gathering, accessing and disseminating information, and maintains a current Standard Operating Procedure that outlines duties and procedures of the Predictive Services program. NICC is also responsible for maintaining a Predictive Services and Intelligence website to meet these mission requirements.

  NICC Predictive Services has identified and maintains open lines of communication with interagency partners. NICC Predictive Services ensures that contacts and roles are maintained and understood for the National Weather Service (NWS), NIFC, NICC, and GACCS. Predictive Services staff participate in planned briefings, meetings and conference calls, monthly/seasonal assessments, etc.

  NICC Predictive Services, in coordination with the NWS, has an Annual Operating Plan (AOP) that outlines products and services provided by each office. NICC Predictive Services ensures that provisions within the AOP that affect local dispatch centers are coordinated with and communicated to those centers.

- **International and Department of Defense Assistance**

  NICC serves as the focal point for international assistance requested from NMAC either under existing agreements or by the US Department of State. NICC also serves as the focal point for any requests for assistance from the Department of Defense.

  For more information, see the *National Interagency Mobilization Guide*, Chapter 40 at http://www.nifc.gov/nicc/logistics/references.htm.

Geographic Area Coordination Center (GACC) Functional Responsibilities

The GACCs have established the Coordinator-On-Duty (COD) position. The COD is responsible for managing the daily operation of the GACC and for resource allocation decisions in alignment with NMAC direction.

Geographic Area Coordination Centers (GACCs) are responsible for the following:

- **Positioning and Movement of Resources**

  GACCs, in conjunction with NICC and local dispatch centers, are responsible for ensuring a coordinated response to wildland fire incidents and/or all-hazard incidents under the National Response Framework or

other appropriate authorities. GACCs mobilize and position resources (personnel, aircraft, supplies, and equipment) internally among local dispatch centers to meet existing and anticipated incident, preparedness, severity, wildland, and prescribed fire needs, regardless of geographic location or agency affiliation. GACCs coordinate movement of resources within Geographic Area boundaries and allocate resources according to Geographic Area Multi-Agency Coordinating Group (GMAC) direction when competition for wildland fire resources occurs within the Geographic Area. GACCs will ensure adequate fire suppression capability for local and/or Geographic Area managers, and enable sound planning and preparedness at all management levels.

Geographic Areas will establish priorities for their incidents and wildland fires and report them to NICC. GACCs will notify NICC and adjoining GACCs of the commitment of National Resources within their Area, and will notify the local dispatch offices and the NICC of Geographic Area drawdown decision and actions.

Activities associated with the National Response Framework will be accomplished utilizing established dispatch coordination procedures. The affected GACC will coordinate ordering points with Regional Response Coordination Centers (RRCC) and Joint Field Offices (JFO).

- **Management of Aviation Resources**
GACCs have established authorities and procedures for dispatching aviation resources. These procedures include:
  o Aircraft ordering protocols for fire, logistical and administrative flights;
  o Procedures for tracking of all aircraft within Geographic Area boundaries;
  o Mechanisms for disseminating availability and commitment status throughout the dispatch/coordination system;
  o Ordering and operational procedures between the GACC, dispatch center(s) and airtanker base(s);
  o Procedures for flight following (including protocols for use of Automated Flight Following (AFF) and initial call on the National Flight Following Frequency);
  o Procedures for ordering and establishing TFR's and operating guidelines for airspace deconfliction for Military Air Space (MTR, SUA, MOA) and Restricted Areas. GACCs will participate in planned airspace meetings annually;
  o Procedures for ordering and utilization of FAA temporary towers; and
  o Procedures for reporting through the SAFECOM system.
- **Predictive Services and Intelligence**
GACC Predictive Services is responsible for providing weather, fuels and intelligence products that support the decision-making process at the local, state, geographic and national levels. GACCs provide timely

1   communications on information and decisions that affect the interagency
2   dispatch community.

3   GACCs ensure that procedures are in place for gathering, accessing and
4   disseminating information, and maintain a current Standard Operating
5   Procedure that outlines duties and procedures of the Predictive Services
6   program. GACCs are also responsible for maintaining a Predictive Services
7   and Intelligence website to meet these mission requirements.

8   Each GACC prepares an intelligence report that consolidates fire and
9   resource status information received from each of the local dispatch centers
10 in its area. This report is sent to NICC and to the local dispatch centers,
11 caches, and agency managers in the geographic area.

12 GACC Predictive Services maintains open lines of communication with
13 interagency partners and ensures that contacts and roles are maintained and
14 understood for the National Weather Service (NWS), NIFC, NICC, and
15 adjacent GACCs. Predictive Services staff participate in planned briefings,
16 meetings and conference calls, monthly/seasonal assessments, etc.

17 GACC Predictive Services, in coordination with the NWS, has an Annual
18 Operating Plan (AOP) that outlines products and services provided by each
19 office. GACC Predictive Services ensures that provisions within the AOP
20 that affect local dispatch centers are coordinated with and communicated to
21 those centers.

22   Local Dispatch Center Functional Responsibilities

23 Local Dispatch centers are responsible for initial attack dispatching,
24 coordination of communications, intelligence gathering and dissemination, and
25 logistical support for local incidents and field operations.

26 • **Initial Attack Dispatching**
27 Local dispatch centers are the focal point for the report of, and initial
28 response to wildland fires, and under appropriate authorities, other
29 emergency incidents at the local level. Deployment of response resources is
30 made in accordance with local processes and procedures as outlined in the
31 dispatch center's mobilization guide.

32 Each dispatch office with the responsibility for initial response to wildland
33 fires shall have a pre-planned response plan that allocates resources to new
34 wildland fires in accordance with fire management direction, initial attack
35 agreements, and established ordering procedures. The pre-planned response
36 plan will be reviewed and updated annually prior to fire season.

Additionally, each center will have a method to document actions taken and resources sent to wildland fires. Centers may use either a manual or computer aided dispatch system.

Each dispatch center shall have maps posted that depict initial attack response areas, land ownership, jurisdictional and protection boundaries, hazards, and resource concerns. Each center will also ensure that Computer Aided Dispatch (CAD) and Geographic Information System (GIS) products are current, functioning, and utilized.

Dispatch centers will have protocols in place for frequency management, priority use of frequencies, and procedures for obtaining additional frequencies.

Local Dispatch centers will have protocols in place for timely request and dissemination of Fire Weather Forecasts, Spot Weather Forecasts, Fire Weather Watches, and Red Flag Warnings to firefighters, Incident Commanders, and field-going personnel.

The National Multi-Agency Coordinating Group (NMAC) has established incident name protocols. Guidance can be found at http://www.nifc.gov/nicc/administrative/nmac/index.html.

All required reference material will be current and accessible, and expired or out-of-date material will be removed.

- **Intelligence**
The intelligence function is responsible for gathering and disseminating incident, resource, weather and predictive services information. Each dispatch center will ensure that locations and conditions of the fire weather stations are known and a current weather station catalog is available. Weather data will be archived daily in WIMS and seasonal inputs will be maintained, including vegetative state, fuel moisture values, daily state of the weather observations, and updating breakpoints.
  - *FS – Dispatch centers are required to have a person trained in the National Fire Danger Rating System (NFDRS) assigned to data quality assurance responsibilities.*

Dispatch centers will ensure that coordination/communication with the local NWS Forecast Office occurs annually prior to fire season.

Local dispatch centers will have a process in place for submission of the daily situation report and ICS-209s.

Dispatch Centers with websites will ensure current intelligence and weather information is posted.

- **Expanded Dispatch and Incident Business Management**
  Expanded Dispatch is a functional branch of the Incident Support
  Organization (ISO) that supports incidents and expands as local fire
  conditions and activity dictates. Expanded Dispatch is established when a
  high volume of activity indicates that increased dispatch and coordination
  capability is required.

  Each dispatch center will have an Expanded Dispatch Operating Plan which
  provides specific details about when, where, and how to implement an
  Expanded Dispatch. The plan will identify logistical support facilities
  available for Expanded Dispatch use. These facilities will be pre-identified,
  procured, and available for immediate setup, along with necessary
  equipment.

  The Expanded Dispatch workspace will be separate from, but accessible to,
  the initial attack organization. The area should have adequate office space,
  including suitable lighting, heating/ cooling systems, and security.
  Expanded Dispatchers will have access to communications equipment
  including telephones, fax machines, copiers, and computer hardware with
  adequate data storage space.

  Qualified personnel should be on site in order to adequately staff required
  Expanded Dispatch functions. Expanded Dispatch supervisors are
  responsible for establishing a staffing and operating schedule for Expanded
  Dispatch, including operational period changes, briefings, and strategy
  meetings.
- **Aviation**
  Each dispatch center will have documented procedures established for
  dispatching of aviation resources. These procedures will include:
  - Aircraft ordering protocols for fire, logistical and administrative flights;
  - Procedures for disseminating availability and commitment status
    throughout the dispatch/coordination system;
  - Procedures for coordination with airtanker bases;
  - Procedures for airtanker, smokejumper and rappeller use and
    restrictions;
  - Procedures for flight following (including protocols for use of
    Automated Flight Following (AFF) and initial call on the National
    Flight Following Frequency);
  - Procedures for ordering and establishing TFRs;
  - Procedures for airspace de-confliction for Military Air Space (MTR,
    SUA, MOA) and Restricted Areas, and current Aviation flight hazard
    maps or military operating area sectionals;
  - Procedures for requesting FAA Temporary Towers; and
  - Procedures for reporting through the SAFECOM system.

Accident Notification

When an accident occurs, agency notification requirements will be followed. As soon as the accident is verified, the following should be notified:

- Local dispatch center;
- Unit Fire Management Officer; and
- Agency Administrator(s).

Additional notifications should occur in the dispatch/coordination system, from the local dispatch center to the NICC through the GACC.

Incident Emergency Management Planning

To achieve successful medical response, Agency Administrators will ensure that their units have completed the following items prior to each field season:

- A Medical Emergency Response Plan that identifies medical evacuation options, local/county/state/federal resource capabilities, capacities, ordering procedures, cooperative agreements, role of dispatch centers, and key contacts or liaisons;
- Standardized incident and communication center protocols identified in the Medical Incident Report section of the *IRPG*.
- For incidents that require the preparation of an IAP, Form ICS-206-WF will be used. This form is available at http://www.nwcg.gov/publications/ics-forms.

For more information, refer to Chapter 7, and NWCG Correspondence EB-M-14-001 at http://www.nwcg.gov/sites/default/files/memos/eb-m-14-01.pdf.

Dispatch/Coordination Center Reference Material

All coordination/dispatch centers will have reference materials available to all dispatchers. See Appendix P for a list of minimum required reference materials or at http://www.nifc.gov/policies/pol_intgncy_guides.html.

Training

Dispatch/Coordination center staff will be trained in, and follow established procedures for, the use of applications utilized in center operations.

Personnel will be cross trained in each function (i.e., aircraft, crews, overhead, equipment, intelligence) in order to provide staffing coverage. Dispatch personnel will be trained in and follow center procedures for the following (as applicable):

- Resource Ordering and Status System (ROSS);
- Computer Aided Dispatch (CAD);
- Fire Code;

- Automated Flight Following (AFF);
- Unit Identifiers;
- SIT Report/209; and
- Other applications (e.g., WFDSS, I-Suite).

All dispatch center employees will have a documentation file for current season training, past season fire training, certifications and experience, fire experience, performance evaluations, and have task books initiated appropriate to their training needs. All supervisors will be familiar with safety and accident reporting processes (i.e., Safety Management Information System (SMIS), SAFENET, SAFECOM).

All employees will have current red cards produced by the Incident Qualification and Certification System (IQCS) as per Chapter 13.
- ***BLM** – BLM employees are required to complete the BLM Fire and Aviation Employee Orientation Checklist, available at the BLM Fire Operations website http://web.blm.gov/internal/fire/fire_ops/index.html.*

Facilities and Equipment

All Dispatch/Coordination Centers will have a telephone system with an adequate number of lines for normal business volume, and the capability to expand as conditions dictate. Centers will have teleconference capabilities commensurate with the anticipated volume of business.

Copying, facsimile, computer, and GIS systems shall meet operational needs (quantity and capability) and comply with agency standards. Software will be compatible with Information Resource Management and agency requirements for security.

All facilities shall have an evacuation plan, security plan, and safety practices in place to safe guard the health and welfare of employees.

Adequate facilities will be available to host an expanded dispatch or MAC group and shall include telephones, computer access, copiers, and basic office supplies. Rooms for MAC Group use will have adequate IT equipment and support.

All centers will have adequate workspace with room for reference materials and other necessary items to perform assigned duties. Individual workspace should be provided away from the initial attack floor for each permanent employee, and a break room area should be provided for employees.

Employees will have access to a locked area to store data that may contain personally identifiable information (PII) or personal items.

Radio Systems

Radio systems will have an adequate number of frequencies to provide for
separation of incidents and use by all interagency partners. Base station and
repeater transmissions shall be recorded and maintained in accordance with
agency records management policies. Radio systems may have alert tones
available for use as determined by local center policies.

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